

-----Original Message-----

From: Chris Siewert [[SMTP:csiewer@qwest.com\]](mailto:[SMTP:csiewer@qwest.com]<mailto:[SMTP:csiewer@qwest.com]>)
[<mailto:\[SMTP:csiewer@qwest.com\]>](mailto:[SMTP:csiewer@qwest.com]<mailto:[SMTP:csiewer@qwest.com]>)]
Sent: Wednesday, September 18, 2002 3:48 PM
To: Isaacs, Kimberly D.
Cc: Johnson, Bonnie J.; 'csiewer@qwest.com'; 'jlnovak@qwest.com';
'plevene@qwest.com'; Vigoren, Barbara J.
Subject: RE: Tier 0 confusion

This is in reponse to your e-mail request:

1. The CSIE Tier 0,1,2 have been covered on the process to handle PSON requests.

An MCC was sent out and covered.

2. There is not a single point of contact assigned, PSON requests will follow the normal Qwest Escalation Process.

3. The call type for PSON request will be "Order Status".

Thanks,
Chris